



# VACANCY ANNOUNCEMENT

## THE USAID MISSION IN SAN SALVADOR

No. 15-010

### Computer Management Assistant

Position Vacancy

Date:

12/08/15

**OPEN TO:** All Agencies, All Employees

**POSITION:** Computer Management Assistant, FSN-8

**OPENING DATE:** December 8, 2015

**CLOSING DATE:** December 21, 2015

**WORK HOURS:** Full time; 40 hrs. Workweek

**SALARY:** \*Ordinarily Resident (OR): Position Grade FSN-8, Salary range from \$19,140.00 to \$29,906.00 (Basic Rate + Allowances)

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The Agency for International Development in San Salvador is seeking one individual for the Computer Management Assistant position in the Computer Service Division, Executive Office.

#### **BASIC FUNCTION OF THE POSITION**

This position is located in the Computer Services Division, Executive Office, at USAID/EI Salvador. Incumbent directly reports to the Senior FSN Computer Management Specialist.

The primary purpose of this position is to provide Information Technology (IT) services and support to the local area network (LAN) system by developing methods to implement, improve, maintain and manage the USAID/EI Salvador's intranet to maximize system performance. In addition, incumbent will provide users support, training and administrative support in maintaining an inventory of all IT equipment and supplies, including portable radios and mobile phones.

USAID/EI Salvador is a regional platform and provides back-up IT services mainly to Nicaragua and Mexico as needed. Limited services are provided to Guatemala, Honduras, OFDA/Costa Rica, and Haiti to support applications such as E2, GLAAS and ASIST.

A complete position description listing all duties and responsibilities follows.

## MAJOR DUTIES AND RESPONSIBILITIES:

## % OF TIME

### **A. System Performance (40%)**

Develops methods to improve customized software, implements, maintains and manages the intranet webpage for the USAID/El Salvador Mission. This entails the technical and administrative functioning of the intranet in any approved platform as mandated by CIO/Washington. Coordinates with each office to ensure that the information on the internal intranet is accurate and up-to-date. Aims for a friendly-user intranet system to maximize usage by ensuring the intranet site is well organized and by posting all correspondence including broadcasts, local forms, organizational charts, Mission Orders, documents of general interest, internal policies and procedures; etc. Improves new features and provides recommendations for adding, modifying and/or changing resources within the intranet; this includes work processes by designing macros and templates, e.g. travel requests, memo with official logo, etc. Ensures that all hyperlinks to other websites are up-to-date at all times.

Coordinates closely with each office on the submission of information and ensures appropriate clearances and approvals are obtained prior to updating the intranet. Provides users support by locating information or any inquiries they may have. Direct users to the appropriate person when additional information is required pertaining to a specific issue, i.e. who to contact or where to find the schedule of technical offices field trips.

Reports on intranet performance and productivity by analyzing organization's work processes and LAN system to determine if improvements can be made and recommend appropriate changes. Reviews IT log and completed work orders pertaining to his/her functions. Updates IT log when work orders in his/her area are completed.

The incumbent of this position is the official backup person for the other FSN Computer Management Specialist and performs his/her duties in his/her absence.

### **B. User Support and Training (20%)**

Identifies training needs and provides appropriate training to users at all organizational levels on internal webpage usage for newcomers, and any other new or updated CIO-approved software packages/applications. Writes and disseminates agency-specific local application instructions on new or updated applications, system maintenance documentation. Maintains a LAN system library which includes documentation, training materials, software, hardware manuals, user training records, training tapes, etc.

Provides orientation to new arrivals on how to use the intranet webpage. Keeps abreast of new technology, new off-the-shelf applications and systems software, and revisions to equipment/software in use to improve networking services and agency work processes. Develops "tips/shortcuts" to share with users to enhance effectiveness.

### **C. Inventory (30%)**

Develops and maintains historical systems inventory of all IT-related equipment, e.g., software, security radios and IT supplies. Upon request and prior approval from requesting office, delivers IT equipment (as assigned) by preparing an "issuance form" and/or "user agreements" and maintains files with signed forms. When equipment is returned, issues a "return form" and update inventory. Coordinates the delivery of IT equipment with Property Management personnel. On an annual basis, conducts a physical inventory of all IT equipment and coordinates with Embassy Property Management staff to reconcile with their inventories. Ensures that users do not move any hardware prior to processing the necessary paperwork. Report any broken and/or missing items.

Assists the Computer Management Specialist in the preparation of information when requesting approval for disposal is needed; removing hard drives and software in preparation for disposal; and packing and mailing equipment to return to CIO/Washington.

Coordinates closely with the (2) Computer Management Specialists, who issues and receives equipment from departing officers, to ensure that the issuance or receipt is properly recorded in the internal USAID inventory as well as the ICASS Property Management inventory.

**D. Other (10%)**

Assist the Executive Office staff in performing other physical inventory reports of USAID property, when needed.

Assist the Computer Management Specialist by escorting external contractors within the USAID offices for installation of data cabling for Mission network.

Assist the Computer Management Specialist by submitting ARIBA requests, as needed, for the acquisition of Computer hardware, software, supplies, licenses, maintenance services, iPhones, scanners, etc.

### QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criteria detailed below with specific and comprehensive information supporting each item.

1. **EDUCATION:** Bachelor's degree in computer science, computer systems administration or information systems management is required.
2. **EXPERIENCE:** Minimum of three years of progressively responsible experience in computer operations including maintaining an intranet; providing IT user's support in software applications and hardware operations; and users training experience.
3. **LANGUAGE:**  
Level IV (fluent) in English oral/written is required.  
Level IV (fluent) in Spanish oral/written is required.
4. **KNOWLEDGE:** A thorough knowledge of 1) IT software/hardware user's support; 2) customized, development and maintenance of an intranet; 3) inventory management; and 3) Google applications is required. The incumbent must be a technical "hands-on" expert and possess a thorough and advanced knowledge of automated information systems.
5. **SKILLS AND ABILITIES:** The ability to work effectively as a team member in a culturally diverse team environment and communicate with, and understand the needs of non-technical internal clients is required. Excellent communication, customer service and interpersonal skills are required in order to work with all levels of Mission employees. Ability to deliver training sessions to system users. Incumbent must be able to establish and maintain strong working relationships within the Mission and to interact with appropriate individual(s) within CIO/W on technical issues. The incumbent is required to have the ability to follow oral instructions and to organize, prioritize and follow through on all assignments with minimal oversight.

### SELECTION PROCESS

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

## TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for US Federal Employment (DS-0174);  
<http://photos.state.gov/libraries/elsavador/231771/PDFs/ds-174.pdf>
2. Candidates must identify the position to which they are applying.

Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the positions as listed above

## SUBMIT APPLICATION TO

Executive Office  
USAID / El Salvador  
PER e-mail:  
[ssvacancies@usaid.gov](mailto:ssvacancies@usaid.gov)

*Due to the volume of responses, individual acknowledgements regarding receipt of applications cannot be made. Only those applicants who are invited for an interview will be notified regarding the status of their applications.*

## DEFINITION

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

1. Ordinarily Resident (OR) – A Foreign National or US citizen who:
  - Is locally resident; and,
  - Has legal, permanent resident status within the host country; and,
  - Is subject to host country employment and tax laws.

**CLOSING DATE FOR THIS POSITION: December 21, 2015**

The US Mission in San Salvador provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Approved: USAID / EXO



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